



Balux is a Quebec-based company that offers high-end, handcrafted concrete products. Our unique high-performance concrete formula gives our products exceptional durability and strength. We provide a non-porous, durable, and eco-friendly finish. All our products are Intertek certified and pre-sealed at the factory to offer maximum stain resistance.

Warning

- It is recommended to immediately wipe off any product that could cause staining.
- Avoid leaving objects on the surface for an extended period, as trapped moisture under these objects could cause damage to the sealer.
- It is advised to place something under soap bottles to allow water underneath to dry.
- Do not use abrasive or corrosive products, brushes, or sponges that could damage the top layer of the sealer. Be cautious with essential oils and eye contact cleaner as they can damage the sealer.
- Do not leave a Balux sink or bathtub filled with water for a prolonged period.
- Sharp objects on the surface may cause scratches and damage the sealer.

Maintenance

- Our products can be cleaned with our **Daily Clean** soap or a mild, non-abrasive, and non-corrosive soap.
- It is recommended to use **Weekly Clean** once a week to enhance the sealer's durability.
- If a stain occurs, use bleach and let it sit on the surface for a few minutes, repeating if necessary until the stain disappears. **CLR Bathroom** (yellow bottle) can be used on dark colors to remove water-based limescale stains.
- Do not use a **magic eraser** as it would damage the sealer.
- A sealer can be reapplied if needed. Contact **Balux** to order your maintenance kit.



WARRANTY

- ◆ BALUX Inc products are guaranteed for a period of five (5) years from the date of purchase, with respect to manufacturing defects. This warranty does not cover breakage during installation, improper installation, scratches, normal wear and tear that may occur over time and the sealer that is applied to the product. The warranty is limited to repairs, replacement or reimbursement of defective products at our discretion, excluding the installation and transport fees of the replaced product.
- ◆ It may happen that there are slight variations in color, dimensions, veins, micro hairline cracks, holes and stains in the products. This uncontrollable and natural phenomenon cannot be considered as a defect and in no way diminishes the quality of the products. Some variations can be caused by different admixtures in the concrete or other natural impurities that may be found inside our material. PLEASE REFER TO PAGE <https://www.balux.ca/general-8> ON OUR WEBSITE TO SEE AND UNDERSTAND THE DIFFERENT NATURAL CHARACTERISTICS OF CONCRETE.
- ◆ The product must be inspected thoroughly when it is received and this before the departure of the carrier. If a breakage occurred during transport, it must absolutely be mentioned to the driver, and indicated on the reception document. Photos must be taken of the damaged product while still on the pallet (**not once installed**) and also the condition of the pallet and contact Balux within 24hrs.
- ◆ All pieces fabricated and listed on the invoice cannot be returned and/or refunded.

Thank you for your trust,

BALUX inc.

If you have any questions, do not hesitate to contact us at 450-578-0210, or by email info@balux.ca